Nortel Communication Server 1000

Nortel IP Phone 1210

User Guide

Revision history

May 2009

Standard 03.01. This document is up-issued to support CS 1000 Release 6.0.

February 2009

Standard 02.02. This document is up-issued to support CS 1000 Release 5.5 UNIStim 3.0. This document reflects updates made to support the IP Phone 1210.

April 2008

Standard 02.01. This document is up-issued to support Nortel Communication Server 1000 Release 5.5 for UNIStim 3.0.

April 2008

Standard 01.08. This document is up-issued to support Nortel Communication Server 1000 Release 5.5.

April 2008

Standard 01.07. This document is up-issued to support Nortel Communication Server 1000 Release 5.5.

February 2008

Standard 01.06. This document is up-issued to support Nortel Communication Server 1000 Release 5.5 and to contain updates to the links in the document.

February 2008

Standard 01.05. This document is up-issued to support Nortel Communication Server 1000 Release 5.5 and to contain updates to the images.

January 2008

Standard 01.04. This document is up-issued to support Nortel Communication Server 1000 Release 5.5 and to contain updates to the document.

December 2007

Standard 01.03. This document is up-issued to support Nortel Communication Server 1000 Release 5.5 and to contain updates to the document.

December 2007

Standard 01.02. This document is up-issued to support Nortel Communication Server 1000 Release 5.5 and to reflect changes to the images.

December 2007

Standard 01.01. This document is issued to support Nortel Communication Server 1000 Release 5.5.

Contents

Welcome 9
Feature overview 9

Regulatory and safety information 12
DenAn regulatory notice for Japan 18

How to get help 20

Using your IP Phone 1210 23
Getting started 23
Before you begin 23
IP Phone 1210 display 24
IP Phone 1210 controls 24
Call features and Flexible Feature Codes 29

Installing your IP Phone 1210 30
Attaching the foot stand (optional) 32
Connecting the handset 32
Connecting the headset (optional) 32
Connecting the power (optional) 33
Connecting the LAN Ethernet cable 34
Connecting the PC Ethernet cable 34
Wall-mounting the IP Phone (optional) 35

Customizing your IP Phone 1210—basic features 36
Telephone Options 36
Adjusting volume 38
Adjusting the display screen contrast 39
Selecting a language 40

Selecting date and time format 41
Accessing display diagnostics 42
Selecting a local dialpad tone 42
Viewing IP Phone information 43
Performing diagnostics 44
Selecting a ring type 45
Enabling or disabling Call Timer 46
Enabling OnHook Default Path 47
Configuring Live Dialpad 47
Configuring Caller ID display order 48
Configuring Normal mode indication 49

Customizing your IP Phone 1210—advanced features . . . 50

Managing your Station Control Password 51
Assigning an SCPW 51
Configuring an Electronic Lock on your IP Phone 52
Locking your IP Phone 1210 52
Unlocking your IP Phone 1210 53
Configuring the Local Tools menu 54
1. Preferences 57
2. Local Diagnostics 58
3. Network Configuration 59
4. Lock Menu 59
Using Virtual Office 59
Logging in to Virtual Office 61
Using Virtual Office on your remote IP Phone 62
Using Virtual Office on your office IP Phone 62

Operating your IP Phone 1210 64

Entering and editing text 64
Using the telephone dialpad 64
Using the soft keys 64

Making a call 65
Using Off-hook dialing 65
Using On-hook dialing 66
Using Handsfree dialing 67
Using Predial 69
Activating Ring Again 70
Using Last Number Redial 72
Using Speed Call 72
Using System Speed Call 74
Answering a call 74
Managing calls during a call 75
Using Call Hold 75
Using Call Waiting 76
Transferring a call 77
Using Timed Reminder Recall 78
Using Attendant Recall 79
Using Call Park 80
Recording a Calling Party (Caller) Number 82
Displaying call details 83
Managing calls while away from your desk 83
Using Call Forward 83
Using Internal Call Forward 84
Using Remote Call Forward 86
Managing multiparty calls 89
Using Call Join 89
Setting up a Conference Call 89
Using Conferee Selectable Display 90
Using Group Call 92
Managing calls while busy at work 94
Using Make Set Busy 94
Hotel ppplications 95
Configuring Automatic Wake-Up 95

Paging features 97
Using Call Page Connect to make an announcement . . . 97
Using Radio Page 98
Miscellaneous Call Features 100
Charging a call or charging a forced call 100
Using Privacy Release 104
Using External Server Applications 104

Troubleshooting your IP Phone 1210 105

Virtual Office 105
Flexible Feature Codes 108

Terms you should know 111

Index 115

Welcome

Your Nortel IP Phone 1210 brings voice and data to your desktop. IP Phone 1210 can directly connect to a Local Area Network (LAN) through an Ethernet connection.

This guide contains the following topics:

- "Using your IP Phone 1210" on page 23
- "Installing your IP Phone 1210" on page 30
- "Customizing your IP Phone 1210—basic features" on page 36
- "Customizing your IP Phone 1210—advanced features" on page 50
- "Operating your IP Phone 1210" on page 64
- "Troubleshooting your IP Phone 1210" on page 105

In this guide, self-labeled line or programmable feature key labels appear beside the keys, and context-sensitive soft key labels appear directly above the keys.

Feature overview

Your IP Phone 1210 supports the following features:

- four context-sensitive soft keys (self-labeled)

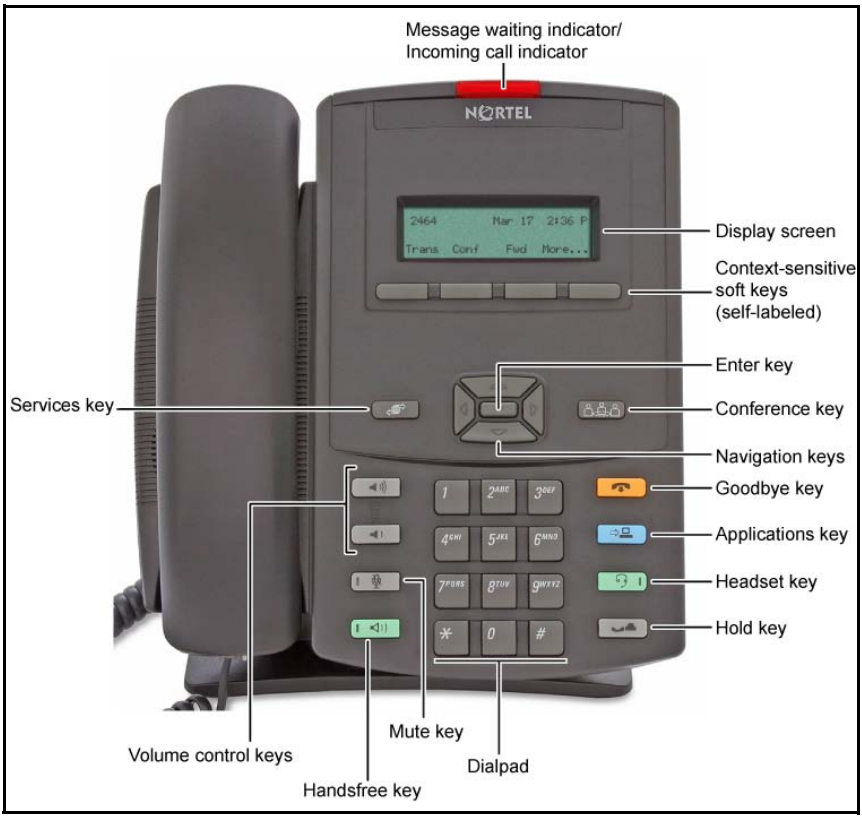
  Note: Context-sensitive soft keys are Nortel Communication Server dependent. Some IP Phones phones are not configured to support context-sensitive soft key functionality. Contact your system administrator for further details.

- six call-processing fixed keys:
  - Hold
  - Goodbye
  - Mute
  - Headset
  - Handsfree
- three specialized feature keys:

  - Conference
  - Services
  - Applications
- wall-mountable
- LCD display screen
- high-quality speaker phone
- volume control keys to adjust the ringer, speaker, handset, and headset volume
- hearing aid compatibility
- 10/100 Ethernet ports
  - one Ethernet port for LAN connection
  - one Ethernet port for optional PC connection
- Power over Ethernet (POE) or power through a supported AC adapter
- support to Network Diagnostic Utility
- Accessory Expansion Module (AEM) port to connect the Expansion Module

Figure 1 on page 11 shows an IP Phone 1210.

Figure 1: IP Phone 1210



Regulatory and safety information

This equipment has been tested and complies with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference cannot occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which you can determine by turning the equipment off and on, you are encouraged to try to correct the interference by performing one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings

- This is a Class B product. In a domestic environment this product can cause radio interference; in which case, you must take adequate measures.
- Operation is subject to the following two conditions: (1) this device cannot cause interference, and (2) this device must accept interference, including interference that can cause undesired operation of the device.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Jurisdiction	Standard	Description
United States	UL 60950-1	ITE equipment - Safety - Part 1: General requirements
Canada	CSA 60950-1-03	ITE equipment - Safety - Part 1: General requirements
European Community	EN 60950-1 +A11	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements

Table 1 on page 13 shows the EMC compliance for various jurisdictions.

Table 1: EMC compliance for various jurisdictions (Part 1 of 2)

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance

Table 1: EMC compliance for various jurisdictions (Part 2 of 2)

Jurisdiction	Standard	Description
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table on page 14 shows the Safety compliance for various jurisdictions.

Table 2: Safety compliance for various jurisdictions (Part 1 of 2)

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment

Table 2: Safety compliance for various jurisdictions (Part 2 of 2)

Jurisdiction	Standard	Description
Canada	CSA 60950-1-03	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements.

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements. CE

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. You can obtain a copy of the Declaration from www.nortel.com/corporate/community/environment/life_cycle/declarations.html or Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany Table 3 lists EMC compliance for various jurisdictions

Table 3: EMC compliance (Part 1 of 2)

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class A Emissions: FCC Rules for Radio Frequency Devices (see Notes 1 and 2)

Table 3: EMC compliance (Part 2 of 2)

Jurisdiction	Standard	Description
Canada	ICES-003	Class A Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	AS/NZS 3548 CISPR 22	Class A Emissions: Information technology equipment - Radio disturbance
European Community	EN 55022	Class A Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

The user should not make changes or modifications not expressly approved by Nortel Networks. Any such changes could void the user's authority to operate the equipment

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

  Note: The user should not make changes or modifications not expressly approved by Nortel Networks. Any such changes could void the user's authority to operate the equipment

This Class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada

Warnings:

- This is a Class A product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
- Privacy of communications may not be ensured when using this telephone.
- Use the following procedure to prevent radio interference to the licensed service, this device must be operated indoors only and should be kept away from windows to provide maximum shielding.

Table 4: Safety standards

Jurisdiction	Standard	Description
United States	UL 60950-1	ITE equipment - Safety - Part 1: General requirements
Canada	CSA 60950-1-03	ITE equipment - Safety - Part 1: General requirements
European Community	EN 60950-1 +A11	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68
This equipment complies with the CE Marking requirements.

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany

DenAn regulatory notice for Japan

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。

上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

⚠ Warning

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Nortel to be used with the equipment. If you use any other equipment, it may cause “failures, malfunctioning or fire”.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

Connecting Power

Use only Nortel-approved Limited Power Source 48 VDC 520 mA (FSP Group Inc. Model: FSP025-1AD207A) with the IP Phone.

Connecting to the Local Area Network

Severe damage to your IP Phone can occur if you plug the phone into an ISDN connection. Consult your system administrator to ensure you plug your IP Phone 1210 into a 10/100 BaseT Ethernet jack.

Operation

The earpiece and mouthpiece of the handset can attract and retain small objects.

Location

Nortel recommends that you install your IP Phone 1210 away from direct sunlight.

How to get help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, you can:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you do not find the required information on the Nortel Technical Support Web site, and you have a Nortel support contract, you can obtain help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, to obtain the phone number for your region go to

www.nortel.com/callus

Getting Help from a specialist by using an Express Routing Code

Use the following procedure to access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC).Your call is routed to a specialist in your Nortel product or service. Use the following procedure to locate the ERC for your product or service, go to

www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

If you purchase the service contract for your Nortel product from a distributor or an authorized reseller, contact the technical support staff of the distributor or reseller.

Using your IP Phone 1210

After you familiarize yourself with the IP Phone 1210 features, you can start to use the phone. This section describes how to use the IP Phone 1210.

Getting started

The following section introduces the important details of the IP Phone 1210. Carefully read every section before you operate the new IP Phone 1210.

- "Before you begin" on page 23
- "IP Phone 1210 display" on page 24
- "IP Phone 1210 controls" on page 24
- "Installing your IP Phone 1210" on page 30

Before you begin

Take the appropriate precautionary measures before you connect the IP Phone 1210.

	CAUTION Consult your system administrator to ensure that you plug your IP Phone into a 10/100BaseT Ethernet jack. To avoid severe damage to your IP Phone, do not plug your IP Phone 1210 into a regular phone jack.

	CAUTION Use your IP Phone 1210 in an indoor environment only.

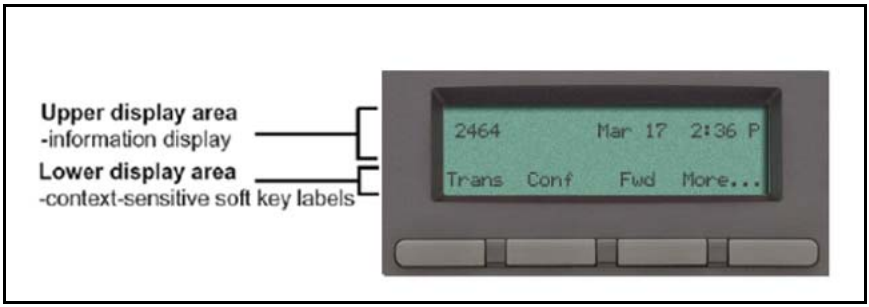
IP Phone 1210 display

Your IP Phone 1210 display is divided into two display areas:

- The upper display area is for information such as caller number, caller name, feature prompt string, user-entered digits, date and time (or call timer, if provisioned in the Telephone Options menu), and telephone information.
- The lower display area provides labels for the four context-sensitive soft keys.

Figure 2 on page 24 shows the IP Phone 1210 LCD display screen.

Figure 2: IP Phone 1210 display



IP Phone 1210 controls

This section describes the controls on the IP Phone 1210. Depending on your geographic region, the IP Phone 1210 includes key caps with English text labels. In this document, text in parentheses indicates the labels that appear on the key caps, for example, (Services).

Context-sensitive soft keys are below the LCD. The soft key label is dynamic and depends on the active feature. The label length is a maximum of six characters.

A triangle before a soft key label, indicates the feature is active.

Press the **More** key to access the next layer of context-sensitive soft keys (self-labeled).

Use the **Volume control** buttons to adjust the volume of the ringer, handset, headset, speaker, and Handsfree features. Press the upper button to increase the volume, and press the lower button to decrease the volume.

(Mute)

Press the **Mute** key to listen to the calling party without transmitting voice from your phone. Press the **Mute** key again to return to a two-way conversation. **Mute** key functionality applies to handsfree, handset, and headset modes.

The Mute indicator LED, embedded in the **Mute** key, flashes to indicate the sound is muted.

(Handsfree)

Press the **Handsfree** key to activate handsfree mode.

Note: The Handsfree LED indicator, located on the **Handsfree** key, lights to indicate that the handsfree is in use.

Use the **Navigation** keys to scroll through menus and lists that appear on the LCD screen. The outer part of this key cluster is used for up, down, left, and right movements.

Use the Up and Down keys to scroll up and down the menu, and the Left and Right keys to position the cursor. In some dialog boxes that appear on your phone, you can also use the Left and Right keys to select editable fields. Press the Right key to select the field below the current selection, or the Left key to select the field above the current selection.

Press the **Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

In most menus, you can use the **Enter** key instead of the **Select** or **OK** soft key.

(Hold)

Press the **Hold** key to place an active call on hold. Press the **Hold** key again to return to the caller on hold.

(Applications)

Press the **Applications** key to access external server applications.

(Headset)

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

Note: The Headset LED indicator, located on the **Headset** key, lights to indicate that the headset is in use.

(Goodbye)

Press the **Goodbye** key to terminate an active call.

When a message is waiting, the red **Visual Alerter/Message Waiting** indicator LED at the top center of the phone flashes. The indicator also flashes to indicate an incoming call. Each alert has a unique flash cadence.

Press the **Conference** Key to initiate conference.

(Services)

Press the **Services** key and use the navigation keys to access the following items:

- Telephone Options
  - — Volume adjustment
  - — Contrast adjustment
  - — Language
  - — Date/Time
  - — Display diagnostics
  - — Local Dialpad Tone
  - — Set Info
  - — Diagnostics

(Services)
(continued)

  - Ring type
  - Call Timer
  - On-hook default path
  - Change Feature Key Label
  - Live Dialpad
  - Caller ID display order
  - Normal mode indication
- Password Admin
  - Station Control Password

Note: The **Password Admin** menu is not available on all IP Phone 1210 sets. Consult your system administrator.

- Display Network Diagnostics Utilities

  Only your system administrator or service provider can use Display Network Diagnostics Utilities to perform Internet diagnostics.
- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)

(Services)

Press the **Services** key twice to access the Local Tools menu, and use the navigation keys to access the following items:

- Preferences
- Local Diagnostics
- Network Configuration
- Lock Menu

Note 1: Access to these local options can be password protected. If you press the Services key twice and a password prompt appears, contact your system administrator.

Note 2: Press the **Cancel** context sensitive soft key to exit from any menu or menu item.

Call features and Flexible Feature Codes

Some features are not available on all telephones. Call features and Flexible Feature Codes (FFCs) must be assigned to your telephone and supported by system software. Contact your system administrator to configure these features and codes on your telephone.

Note: Use table "Flexible Feature Codes" on page 108 to record the FFCs that your system administrator assigns to your phone.

Installing your IP Phone 1210

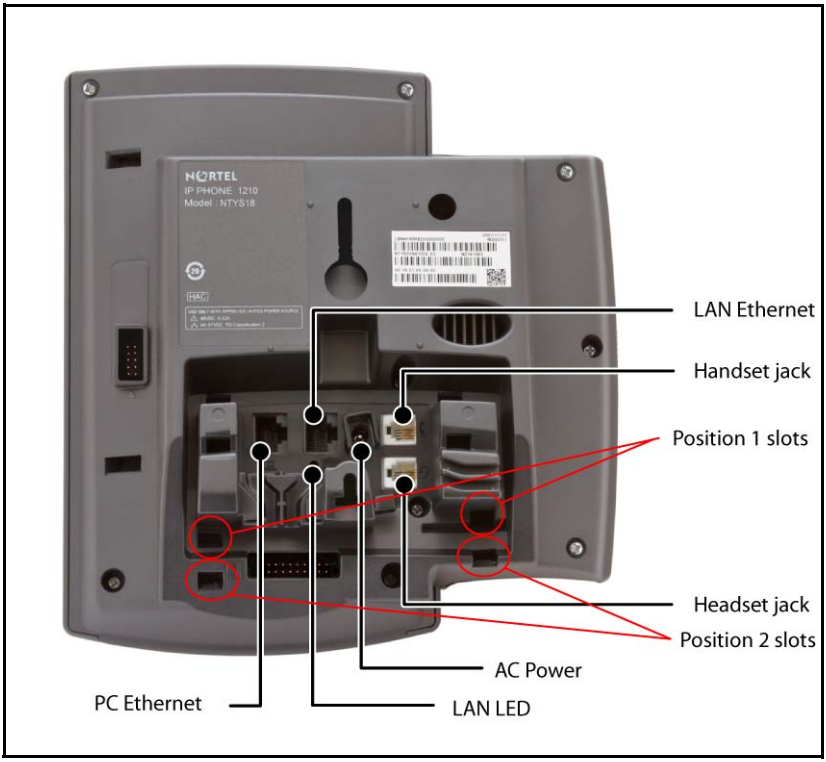
This section details the steps and precautionary measures to perform during IP Phone installation. The standard IP Phone 1210 package includes the following accessories:

- foot stand
- handset
- handset cord
- 2.1 m (7 ft) CAT5 Ethernet cable
- number plate and lens

CAUTION
Ensure that the protective rubber cap on the Accessory Expansion Module (AEM) port is in place when the port is not in use. An improper connector can damage the IP Phone. Consult your system administrator for additional details.

Figure 3 on page 31 displays the connections on an IP Phone 1210.

Figure 3: Connections on the IP Phone 1210



Perform the following steps to connect the components of the phone and to install the phone.

- "Attaching the foot stand (optional)" on page 32
- "Connecting the handset" on page 32
- "Connecting the headset (optional)" on page 32
- "Connecting the power (optional)" on page 33
- "Connecting the LAN Ethernet cable" on page 34
- "Connecting the PC Ethernet cable" on page 34
- "Wall-mounting the IP Phone (optional)" on page 35

Attaching the foot stand (optional)

Attach the foot stand in the appropriate slots depending on the desired angle for your IP Phone. If you insert the foot stand into the upper slots, your IP Phone sits at a 25-degree angle. If you insert the foot stand into the lower slots, your IP Phone sits at a 55-degree angle.

If you install your IP Phone on a wall, do not attach the foot stand.

1. Align the bottom tabs on the foot stand with the position 1 slots or the position 2 slots on the back of your IP Phone.
   In position 1 the IP Phone sits at a 25-degree angle.
   In position 2 the IP Phone sits at a 55-degree angle.

   Figure 3 on page 31 shows the slots on the back of the IP Phone.

2. Press the foot stand into the slots until it snaps into place.

Connecting the handset

Use the following procedure to connect the handset to the IP Phone.

1. Plug the end of the handset cord with the short straight section into the handset.
2. Plug the other end of the handset cord with the long straight section into the handset jack marked with the symbol on the back of the IP Phone.
3. **(Optional)** Thread the cord through the channel in the foot stand (if installed) so that it exits on the side of the foot stand.

   Figure 3 on page 31 shows the connections on the back of the IP Phone.

Connecting the headset (optional)

If you have a headset, you can connect the headset to the IP Phone. For information on how to use your headset with your IP Phone, see the *IP Phone 1200 Series User Guide* (NN40010-302).

1. Plug the headset cord into the headset jack on the back of the IP Phone marked with the symbol.

   Figure 3 on page 31 shows the connections on the back of the IP Phone.

2. Thread the cord through the channel in the side of the foot stand.
3. Set up the headset according to the headset instructions.

Connecting the power (optional)

Your IP Phone supports AC power and Power over Ethernet (PoE). For AC power, use only the Nortel-approved Global Power Supply (N0146475) and the country-specific IEC cable that you can order separately. To use PoE, your connected LAN must support PoE.

CAUTION
Use your IP Phone 1210 with the approved Nortel AC Adapter (model #N0089601).

Note: Your IP Phone 1210 supports AC power and PoE options, including IEEE 802.3 standard power. To use local AC power, you can order the optional AC adapter separately. To use PoE, where power is delivered over the CAT5 cable, the LAN must support PoE, and you do not require an AC adapter.

1. Connect the DC barrel connector to the power jack on the back of the IP Phone.
2. Thread the cable through the channel in the foot stand to secure the cable.
3. Plug the country-specific IEC cable into the Global Power Supply, and then plug the Global Power Supply into the nearest AC power outlet.

Connecting the LAN Ethernet cable

Note: Your IP Phone 1210 supports both AC power and PoE options, including IEEE 802.3 standard power. To use local AC power, you can order separately the optional AC adapter. To use PoE, where power is delivered over the CAT5 cable, the LAN must support PoE, and you do not need an AC adapter.

Connect your IP Phone to your LAN using a CAT5e Ethernet cable to enable full functionality of your IP Phone. If your Ethernet port is equipped with Power over Ethernet (PoE), your IP Phone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

1. Plug one end of the supplied LAN Ethernet cable into the LAN Ethernet port on the back of your IP Phone marked with the symbol.
2. Thread the cable through the channel in the foot stand.
3. Connect the other end of the cable to your LAN Ethernet connection. The LAN LED on the back of the IP Phone lights when a LAN connection is established.

   Figure 3 on page 31 shows the connections on the back of the IP Phone.

Connecting the PC Ethernet cable

Connect the CAT5e PC Ethernet cable between your IP Phone and your computer to enable your computer to access the LAN.

1. Plug one end of the PC Ethernet cable (not supplied) into the PC Ethernet port on the back of your IP Phone marked with the symbol.
2. Thread the cable through the channel in the foot stand.
3. Connect the other end of the cable to the LAN port on your computer.

Wall-mounting the IP Phone (optional)

You can install your IP Phone on a wall. Wall-mount the IP Phone using the two keyholes on the back of the IP Phone. You do not need the foot stand for wall-mounted applications.

1. Remove the foot stand.
2. Ensure all cables are properly routed and the IP Phone is functioning.
3. Make small marks on the wall where you want to align each keyhole slot.
4. Insert the screws (not provided) so that they protrude slightly from the wall.
5. Align the keyholes on the back of the IP Phone with the screws in the wall.
6. Slide the IP Phone onto the screws to secure the IP Phone in position.

Customizing your IP Phone 1210—basic features

This section explains how you can customize the features on your IP Phone 1210 to meet your requirements.

> ***Note:*** Call features and Flexible Feature Codes (FFC) must be assigned to your IP Phone and supported by system software. Contact your system administrator to configure these features and codes on your IP Phone.

Your IP Phone 1210 has both server-based telephone features and local (telephone-based) tools. Server-based telephone features are accessed through the **Telephone Options** menu item on the Services menu. Press the **Services** key once to access the Services menu, which has the following menu items:

- **Telephone Options**

  You can use the Telephone Options menu to configure telephone preferences. For more information, see "Telephone Options" on page 36.

- **Password Admin**

  You can use the Password Admin menu to assign or modify the Station Control Password. For more information, see "Managing your Station Control Password" on page 51

- **Virtual Office Login**

  The Virtual Office Login menu is available on the IP Phone 1210. You must configure the Class of Service for Virtual Office.

  Note: The Password Admin, Virtual Office Login, and Test Local Mode menus are not available on all IP Phone 1210 phones. Consult your system administrator.

Telephone Options

The Telephone Options menu item provides you with access to the following features on your IP Phone 1210:

- “Adjusting volume” on page 38
- “Adjusting the display screen contrast” on page 39
- “Selecting a language” on page 40
- “Selecting date and time format” on page 41
- “Accessing display diagnostics” on page 42
- “Selecting a local dialpad tone” on page 42
- “Viewing IP Phone information” on page 43
- “Performing diagnostics” on page 44
- “Selecting a ring type” on page 45
- “Enabling or disabling Call Timer” on page 46
- “Enabling OnHook Default Path” on page 47
- “Configuring Live Dialpad” on page 47
- “Configuring Caller ID display order” on page 48
- “Configuring Normal mode indication” on page 49

Note: If a menu includes a submenu, an ellipsis (...) appears after the command.

Use the following procedure to use the **Telephone Options** menu.

(Services)

1. Press the **Services** key.

2. Press the up or down keys to scroll and select **Telephone Options**.

3. Press the **Enter** key.

4. Press the up or down keys to scroll, and select an option (for example, **Language**).

5. Press the **Enter** key. The display provides information required to adjust your selection.

Select Cancel

or

6. Press the **Select** soft key to save changes and return to the **Telephone Options** menu.

   or

   Press the **Cancel** soft key to cancel the modifications.

Adjusting volume

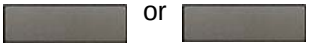
Use the following procedure to adjust the volume.

1. Press the **Services** key, select **Telephone Options**, and select **Volume adjustment.**

2. Press the up or down keys to scroll, and select one of the following:
   - **Ringer**
   - **Handset listen**
   - **Handsfree listen**
   - **Headset listen**
   - **Buzzer**

3. Press the **Enter** key.

Up Down



or

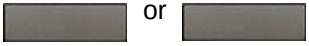
4. Press the **Up** or **Down** soft keys to increase or decrease the volume.

or

Press the up or down keys.

or

Select Cancel



or

5. Press the **Select** soft key to save the volume level and return to the **Telephone Options** menu.

or

Press the **Cancel** soft key to cancel the modifications.

Adjusting the display screen contrast

You can adjust the contrast using the **Local Tools** menu. Nortel recommends that you use the **Telephone Options** menu.

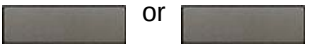
Use the following procedure to adjust the display screen contrast.

1. Press the **Services** key, select **Telephone Options**, and select **Contrast adjustment**

or

2. To increase or decrease the display contrast level, press the left or right keys.

Select or Cancel



3. Press the **Select** soft key to save the changes and return to the **Telephone Options** menu.

   or

   Press the **Cancel** soft key to cancel the modifications.

Selecting a language

Information that appears on the display is available in multiple languages. This language setting controls the language only for phone features.

Use the following procedure to configure the language.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Language**

2. Press the up or down keys to scroll, and select the desired language (for example, German [Deutsche]).

   Note: You cannot install some languages on your IP Phone. Contact your system administrator for additional information about available languages.

Select Cancel

or

3. Press the **Select** soft key to save the desired language and return to the **Telephone Options** menu.

   or

   Press the **Cancel** soft key to cancel the modifications.

Selecting date and time format

Several date and time formats are available. Formats are based on the 12-hour and 24-hour clocks.

Use the following procedure to select a date and time format.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Date/ Time**.

2. Press the up or down keys to scroll, and select the desired format. Sample formats appear on the upper-right side of the display area.

Select Cancel

or

3. Press the **Select** soft key to save the format and return to the **Telephone Options** menu.

   or

   Press the **Cancel** soft key to cancel the modifications.

Accessing display diagnostics

The Display diagnostics command tests the IP Phone display screen and indicator lights.

Use the following procedure to use Display diagnostics.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Display Diagnostics.**

2. Press the up or down keys to scroll through the list to view display capabilities.

Cancel

3. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Selecting a local dialpad tone

When you press a key, the response can be a Dual-Tone Multi-Frequency (DTMF) sound, a single tone, or no sound. This is known as the Local Dialpad Tone.

Use the following procedure to choose a local dialpad tone.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Local DialPad Tone.**

2. Press the up or down keys to scroll, and select one of the following dialpad tones:
   - — **None** to disable all tones.
   - — **Short Click** to enable a single tone for all keys.
   - — **DTMF** to turn on a different DTMF tone for each key.

Select or Cancel

3. Press the **Select** soft key to save the tone selection and return to the **Telephone Options** menu.

   or

   Press the **Cancel** soft key to cancel the modifications.

Viewing IP Phone information

The Local Set Info option displays the following phone-specific information:

- General Info
- Set IP Info
- Ethernet Info
- Server Info
- Encryption Info
- Location Info

Use the following procedure to view IP Phone information:

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Local Set Info.**

2. Press the up or down keys to scroll through the list and view IP Phone information.

Cancel

3. Press the **Cancel** soft key to cancel the modifications.

Performing diagnostics

The Diagnostics item displays the following phone-specific information:

- Diag Tools (Ping, do Route Traces)
- EtherStats (Speed, Auto Neg, CRC Errors, Collision)
- IP Stats (Packet Info)
- RUDP Stats (Message receive or transmit)
- QoS Stats

Use the following procedure to view diagnostic information.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Local Diagnostics.**

2. Press the up or down keys to scroll through the list of diagnostic information.

Cancel

3. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Selecting a ring type

Use the Ring type option to configure the IP Phone ring tone.

Use the following procedure to select a ring type:

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Ring type.**

2. Press the up or down keys to scroll, and select one of the ring types.

Play

3. Press the **Play** soft key to sample the ring tone.

Select

Stop

Cancel

4. Press the **Select** soft key to save the ring type and return to the **Telephone Options** menu.

   or

   Press the **Stop** soft key and use the up or down keys to select a different ring type.

   or

   Press the **Cancel** soft key to cancel the modifications.

Enabling or disabling Call Timer

The call timer measures the call duration.

Use the following procedure to enable or disable Call Timer.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Call Timer.**

2. Press the up or down keys to enable or disable the Call Timer.

Select or Cancel

3. Press the **Select** soft key to save the configuration and return to the **Telephone Options** menu.

   or

   Press the **Cancel** soft key to cancel the modifications.

Enabling OnHook Default Path

Use OnHook Default Path option to choose either the Headset or the Handsfree to operate your IP Phone.

Use the following procedure to enable OnHook Default Path.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **On Hook default path.**

2. Press the up or down keys to select one of the following:
   - **Handsfree Enabled**
   - **Headset Enabled**

Select or Cancel

3. Press the **Select** soft key to save the default path and return to the **Telephone Options** menu.

   or

   Press the **Cancel** soft key to cancel the modifications.

Configuring Live Dialpad

The Live Dialpad option activates the Primary DN key when you make a call by dialing a directory number on the dialpad without picking up the handset or pressing the **Handsfree** key.

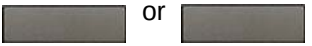
Use the following procedure to configure Live Dialpad.

(Services)

1. Press the **Services** key, select **Telephone Options**, and select **Live Dial Pad.**

2. Press the up or down keys to scroll, and select one of the following:
   - **On**
   - **Off** (default)

Select Cancel



3. Press the **Select** soft key to save the configuration.

   or

   Press the **Cancel** to cancel the modifications.

Configuring Caller ID display order

Caller ID display order appears in 2 formats:

- Number, name (default)
- Name, Number

Use the following procedure to configure Caller ID display order.

1. Press the **Services** key, select **Telephone Options** and select **Caller ID** display order.
2. Press the **Up/Down** navigation keys to scroll and select one of the following:
   - **Number, name** (default)
   - **Name, number**

3. Press the **Select** soft key to save the configuration, else press the **Cancel** key to cancel the modifications.

Configuring Normal mode indication

The **Normal** mode display indication can be On or Off when the IP Phone is in normal mode.

Use the following procedure to configure Normal mode indication.

1. Press the **Services** key, select **Telephone Options**, and select **Normal mode** indication.
2. Press the **Up/Down** navigation keys to scroll and select one of the following:
   - **On**
   - **Off**
3. Press the **Select** soft key to save the configuration, else press the **Cancel** key to cancel the modifications.

Customizing your IP Phone 1210—advanced features

You can customize features on your IP Phone 1210 to meet your requirements. This section describes how to customize the advanced features.

CAUTION
Many of the options discussed in this section are for the system administrator only. Do not make changes unless you are instructed by an administrator.

You and the system administrator can customize the following advanced features:

- **Password Admin**

  Use the Password Admin menu to assign or modify the Station Control Password. See "Managing your Station Control Password" on page 51.

- **Electronic Lock**

  Assign a lock on your phone to secure your phone and avoid misuse. See "Configuring an Electronic Lock on your IP Phone" on page 52.

- **Local Tools menu**

  Use the Local Tools menu to configure personal preferences. See "Configuring the Local Tools menu" on page 54.

- **Virtual Office Login**

  The Virtual Office Login menu can be configured on IP Phone 1210. Class of Service must be configured for the Virtual Office. See "Using Virtual Office" on page 59.

  Note: The **Password Admin**, and **Virtual Office Login** menus are not available on all IP Phone 1210 phones. Consult your system administrator.

Managing your Station Control Password

You can assign a Station Control Password (SCPW) to

- lock your IP Phone and prevent the misuse of your IP Phone
- use password-protected features

Your system administrator defines your initial SCPW. Contact your system administrator for detailed information.

Assigning an SCPW

Use the following procedure to assign an SCPW.

(Services)

1. Press the **Services** key.

2. Press the up or down keys to scroll, and select **Password Admin**.

3. Press the **Enter** key.

4. Press the up or down keys to scroll, and select **New Password**.

5. Press the **Enter** key.

6. Enter your new password using the dialpad. To enter special characters, press the Up key. For information about entering text, see “Using the telephone dialpad” on page 64.

Select

7. Press the **Select** soft key to accept the new password.

   Note: If you are locked out of your IP Phone, or if you forget your SCPW, contact your system administrator.

Configuring an Electronic Lock on your IP Phone

Use the Electronic Lock feature to prevent others from making calls from your IP Phone. Your SCPW controls the Electronic Lock feature. To change your Station Control Password, see “Managing your Station Control Password” on page 51.

Locking your IP Phone 1210

Use the following procedure to lock your IP Phone 1210.

1. Lift the handset.

2. Dial the **Electronic Lock Activate** FFC.

3. Dial your **Station Control Password**.

(Goodbye)

or

4. If you dial locally, press the **Goodbye** key.

   or

   If you dial the FCC remotely, dial your DN.

Unlocking your IP Phone 1210

Use the following procedure to unlock your IP Phone 1210.

1. Lift the handset.

2. Dial the **Electronic Lock Deactivate** FFC.

3. Dial your **Station Control Password**.

(Goodbye)

or

4. If you dial locally, press the **Goodbye** key.

   or

   If you dial the FCC remotely, dial your DN.

Configuring the Local Tools menu

Your IP Phone 1210 has both local and server-based telephone tools and features. This section discusses the various tools and features available locally on your IP Phone 1210.

CAUTION
Many of the options discussed in this section are for administrator use only. Do not make changes unless you are instructed by an administrator.

Note: Your system administrator can establish a password for the Local Tools menu. When the password is enabled, a password prompt dialog box appears when you attempt to access this menu. If this happens, contact your system administrator.

Local tools and features are accessed through the **Local Tools** menu. Press the **Services** key twice to access this menu. Your system administrator can establish a password for the **Local Tools** menu. When the password is enabled, a password prompt appears when you attempt to access this menu. If this occurs, contact your system administrator.

The **Local Tools** menu provides the following menu options:

- "1. Preferences" on page 57
- "2. Local Diagnostics" on page 58
- "3. Network Configuration" on page 59

- “4. Lock Menu” on page 59

If a menu command has a number in front of it, you can select the command by pressing the associated key on the dialpad. For example, in the Local Tools menu, access **Local Diagnostics** by pressing the 2 key on the dialpad.

The function of some keys on the IP Phone differs based on the situation. Table 5 describes the function of each key for navigating and using menus.

Table 5: Navigation key functions in menus

Key	Function
Down arrow keys	Select the next menu item.
Up arrow keys	Select the previous menu item.
Right arrow key	Select the current menu item.
Left arrow key	Close the menu.
Enter key	Select the current menu item.
Enter digits on the dialpad	Select the associated menu item.
Stop soft key	Close the menu.
Cancel soft key	Close the menu.
Select soft key	Select the current menu item.

Table 6 on page 55 describes the key functions in dialog boxes.

Table 6: Navigation key functions in dialog boxes (Part 1 of 2)

Key	Function
Down arrow keys	Scroll down in the window.
Up arrow keys	Scroll up in the window.

Table 6: Navigation key functions in dialog boxes (Part 2 of 2)

Key	Function
Right arrow key	Go to the next Edit item.
Left arrow key	Go to the previous Edit item.
Enter key	Turn Edit mode on or off. Select or clear a check box.

When you work in Edit mode, the first field of the item is selected and a blinking cursor appears to the right of the current edit position. Table 7 on page 56 describes the navigation key functions in Edit mode.

Table 7: Navigation key functions in Edit mode

Key	Function
Down arrow keys	Open the list. Select the next menu item
Up arrow keys	Select the previous menu item
Right arrow key	Select the current list item Move the cursor to the right
Left arrow key	Delete the prior character in the edit field Moves cursor to the left
Enter key	Select the current menu item Save modifications to the menu item Exit edit mode box
Enter characters or digits on the dialpad	Insert characters or digits at the current cursor position **Note:** Press the star (*) key to insert a period (.).

Note: Special characters are under 1digit key. By repeatedly pressing 1, the characters circle in the following sequence: 1, _, -, ., !, @, $, %, &, +, :, /, \.

1. Preferences

Use the **1.Preferences** menu to alter the following local preferences:

- “1. Contrast” on page 57
- “2. Language” on page 57

1. Contrast

Use the **Contrast** tool to alter the physical settings of the display.

> ***Note:*** Changes made to the display **Contrast** using this method are lost if you reset the phone. To avoid this situation, Nortel recommends that you use the Contrast Adjustment control in the **Telephone Options** menu for contrast adjustment.

Use the following procedure to adjust Contrast setting**.**

(Services)

1. Press the **Services** key twice to open the Local Tools menu, press the 1 key on the dialpad to select **Preferences**, and press the 1 key to select **Contrast.**

2. Press the right or left arrow keys to increase or decrease the contrast value.

3. Press the **Enter** key to save the changes.

2. Language

Information that appears on the display is available in multiple languages.

Use the following procedure to select a language

(Services)

1. Press the **Services** key twice to open the Local Tools menu, press the 1 key on the dialpad to select **1.Preferences**, and press the 2 key to select **2.Language.**

2. Press the up or down keys to scroll, and select the desired language (for example, German [Deutsche]).

3. Press the **Enter** key to save the changes.

Cancel

4. Press the **Cancel** key to exit the **Preferences** menu without saving the changes.

Note: The language setting only controls the language used in the local menus on your phone. To select the language for features on your phone, press the **Services** key, select **Telephone Options,** and select **Language…**

2. Local Diagnostics

The **2. Local Diagnostics** submenu offers the following choices:

- IP Set and DHCP Information - View reports about IP Phone 1210 and DHCP operation.
- Network Diagnostic Tools - Diagnose network problems using ping and trace route tools.
- Ethernet Statistics tool - View reports about Ethernet operation.
- IP Network Statistics - View reports about network operation.

CAUTION
Local Diagnostics, Network Configuration, and Lock Menu tools are for the system administrator use only.

Press the **Return** soft key at any time while you customize the phone using the Local Diagnostics submenu options to return to the previous Local Diagnostics submenu. You can gather information and run tests without exiting and re-entering the Local Tools menu. For example, you can check the Ethernet Statistics, and then press **Return** to enter the Network Diagnostics Tools to ping an IP address.

3. Network Configuration

The Network Configuration tool displays information that was configured when you installed the IP Phone. This tool is for administrator use only.

4. Lock Menu

Your system administrator can use the lock menu tool to protect the Local Tools menu items from accidental or unwanted changes. This tool is for administrator use only.

Using Virtual Office

Use the Virtual Office feature to transfer calls and office IP Phone settings to a remote IP Phone. You can use the remote IP Phone as if it were your office Phone when you are out of the office. You can use another IP Phone (the remote phone) to log on to your Office IP Phone. After you log on, you can access the DNs, and autodial numbers, and you have the same key layout, and voice mail features that are configured on your home or office IP Phone.

Use the following procedure to use Virtual Office, you need your DN and a preconfigured SCPW. You must activate Virtual Office on your Office phone before you can connect to it from a remote phone. See “Logging in to Virtual Office” on page 61.

Consult your system administrator to confirm the availability of the Virtual Office feature on your IP Phone.

The IP Phone used as a remote phone to connect to your IP Phone 1210 need not necessarily be an IP Phone 1210. Table 8 on page 60 shows the IP Phones on which you can use Virtual Office to connect to your IP Phone 1210.

Table 8: Virtual Office connection availability

IP Phone	Can I log on to IP Phone 1210?
IP Phone 1110	Yes, with extra key restrictions
IP Phone 1120E	Yes, with extra key restrictions
IP Phone 1140E	Yes, with extra key restrictions
IP Phone 1150E	No
IP Phone 2001	Yes, with extra key restrictions
IP Phone 2002	Yes, with extra key restrictions
IP Phone 2004	Yes, with extra key restrictions
IP Phone 2007	Yes, with extra key restrictions
IP Audio Conference Phone 2033	Yes, with extra key restrictions
IP SoftPhone 2050	Yes, with extra key restrictions
IP Phone 1220	Yes, with extra key restrictions
IP Phone 1230	Yes, with extra key restrictions
IP Phone 2210	Yes, with extra key restrictions
IP Phone 2211	Yes, with extra key restrictions
IP Phone 2212	Yes, with extra key restrictions

Logging in to Virtual Office

Use the following procedure to activate Virtual Office on your Office IP Phone from your Remote IP Phone perform the following steps.

(Services)

1. Press the **Services** key.

2. Press the up or down keys to scroll, and select **Virtual Office Login**.

3. Press the **Enter** key.

4. At the prompt, enter your user ID.

5. Press the **Enter** key.

6. At the prompt, enter the home **Station Control Password (SCPW)**.

   If the user ID is not found locally, the message Locating Remote Server appears.

   Note: After three failed logon attempts, wait for an hour before you try to log on again. Alternatively, contact your system administrator to reset your password. For more information, see “Assigning an SCPW” on page 51**.**

A successful logon transfers all the features, time, date, and tones of your Office IP Phone to your Remote IP Phone. Your Virtual Office session expires after a fixed period of time, which your system administrator determines.

Using Virtual Office on your remote IP Phone

The display characteristics, including size of the display area, differ with IP Phone models. Your Virtual Office display depends on the remote phone that you use to log on to your Virtual Office. All features are as they appear on your Office IP Phone 1210.

An IP Phone 1120E, that is logged on as a remote phone to an IP Phone 1210 Office phone, provides less information than the IP Phone 1210 because it has fewer display lines.

When an IP Softphone 2050 logs on as a remote phone to an IP Phone 1210 office phone, the information display is arranged differently, but all the information is visible at one time.

Regardless of the IP Phone model that you use as a remote phone, a user information line appears that lists the number of your Office IP Phone.

Using Virtual Office on your office IP Phone

When activated for Virtual Office by a remote IP Phone, your office IP Phone logs off and is no longer operational. When you return to the office, disconnect the remote logon and regain control of your office phone. If you do not explicitly disconnect the remote logon, your Virtual Office session expires after a fixed period of time, which your system administrator determines.

> ***Note:*** Consult your system administrator to verify if the Virtual Office feature is available for your use.

Disconnecting your office IP Phone from a remote IP Phone

Use the following procedure to disconnect your office IP Phone from a remote IP Phone.

Home

To disconnect your office IP Phone from the remote IP Phone

a. Press the **Home** soft key.

b. Enter your User ID and password (this logs on the Office IP Phone to your office network).

or

or

Virtual

Press the **Virtual** soft key to log on to another IP Phone, and your IP Phone becomes a Remote IP Phone.

Logging out of Virtual Office

While working on a remote phone, you can log out of Virtual Office using the following steps.

(Services)

1. Press the **Services** key.

2. Press the up or down keys to scroll, and select **Virtual Office Logout**.

3. Press the **Enter** key.

Operating your IP Phone 1210

This section describes how to operate your IP Phone 1210. It describes the operations like “Entering and editing text” on page 64 and “Making a call” on page 65.

Entering and editing text

You can enter and edit text on your IP Phone 1210 using the following methods:

- “Using the telephone dialpad” on page 64
- “Using the soft keys” on page 64

Using the telephone dialpad

You can use the dialpad to enter text.

For example, to enter the letter A, press the 2 key once. To enter the letter C, press the 2 key three times.

Note: No letters are associated with the 1 or the 0 keys.

Using the soft keys

You can use soft keys to edit text.

Table 9 on page 64 describes the soft key editing functions on the IP Phone 1210.

Table 9: Editing soft key description (Part 1 of 2)

Soft key	Description
Cancel	Cancel Action.
Choose	Select a symbol.
Clear	Clear the input field.

Table 9: Editing soft key description (Part 2 of 2)

Soft key	Description
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.
Done/Select/Enter	Application-dependent.
More	Access additional soft keys.

Making a call

This section describes the various ways you can make a call from your IP Phone 1210.

- "Using Off-hook dialing" on page 65
- "Using On-hook dialing" on page 66
- "Using Handsfree dialing" on page 67
- "Using Predial" on page 69
- "Using Last Number Redial" on page 72
- "Using Speed Call" on page 72
- "Using System Speed Call" on page 74

Using Off-hook dialing

Perform the following steps to make a call by using the handset.

1. Lift the handset.

2. Dial the number.

or

(Goodbye)

3. To terminate the call, return the handset to the cradle

   or

   Press the **Goodbye** key.

Using On-hook dialing

Perform the following steps to make a call without lifting the handset.

1. Leave the handset in the cradle.

2. Press the **Handsfree** key.

3. When the dial tone sounds, dial the number.

4. When the called party answers, lift the handset.

or

(Goodbye)

5. To terminate the call, return the handset to the cradle

   or

   Press the **Goodbye** key.

Using Handsfree dialing

Use handsfree dialing to make a call using the built-in microphone and speaker, or a headset.

or

1. Press the **Handsfree** key.

   or

   If a headset is connected, press the **Headset** key.

2. Dial the number.

During a call, you can perform the following tasks:

- “Terminating a handsfree call” on page 67
- “Muting a handsfree call” on page 68
- “Switching from handsfree to handset mode” on page 68
- “Switching from handset mode to handsfree” on page 68
- “Using a headset” on page 68
- “Switching from handsfree to headset” on page 69

Terminating a handsfree call

Use the following procedure to terminate a handsfree call.

(Goodbye)

1. Press the **Goodbye** key.

Muting a handsfree call

Use the following procedure to mute a handsfree call.

(Mute)

1. Press the **Mute** key.

   The LED indicator flashes.

(Mute)

2. Press the **Mute** key again to return to a two-way handsfree conversation.

Switching from handsfree to handset mode

Use the following procedure to switch from handsfree to handset mode.

1. Lift the handset.

Switching from handset mode to handsfree

Use the following procedure to switch from handset mode to handsfree.

1. Press the **Handsfree** key.

2. Replace the handset.

Using a headset

Use the following procedure to use a handset.

1. Connect the headset to the headset jack.

2. Press the **Headset** key.

Switching from handsfree to headset

Use the following procedure to switch from handsfree to headset.

1. Press the **Headset** key.

Using Predial

Use the Predial feature to enter, preview, and edit numbers before you make a call.

Making a call

Use the following procedure to make a call using the Predial feature.

1. Enter the number to be dialed.

2. Press a **Handsfree** key.

3. Lift the Handset when the called party answers.

   or

   Begin to speak. You are in handsfree mode.

Editing a Predial number

Use the following procedure to edit a Predial number.

1. Use the dialpad to enter the number.

Clear or No

2. To erase all numbers, press the **Clear** soft key.

   Reenter the numbers to dial.

   or

   To change one number at a time, press the **Delete** soft key to backspace. Re-enter the number.

3. Press a **Handsfree** key to dial the number.

Activating Ring Again

Use the Ring Again feature to automatically redial the number if you receive a busy tone, or if your called party does not answer. Your IP Phone rings when the person you called becomes available.

Activating Ring Again

Use the following procedure to activate Ring Again.

1. Dial a number.

   The called party does not answer or you receive a busy tone.

Ring Again

or

2. Press the **Ring Again** soft key.

or

Enter the **Ring Again Activate** Flexible Feature Code.

Calling a Ring Again party after notification

Use the following procedure to call a Ring Again party after notification.

1. After you receive the notification ring, lift the handset; or, if you use the headset or are in handsfree mode, go to step 2.

Ring Again

2. Press the **Ring Again** soft key to automatically dial the number.

Deactivating Ring Again before notification

Use the following procedure to deactivate Ring Again.

Ring Again

or

1. Press the **Ring Again** soft key a second time.

   or

   Press the **Ring Again Deactivate** FFC.

Using Last Number Redial

Use the Last Number Redial feature to automatically redial the most recently dialed number.

Redial

or

Redial

1. To redial using the handset, lift the handset and press the **Redial** soft key.

2. To redial without lifting the handset, press the **Handsfree** key and then press the **Redial** soft key.

Using Speed Call

Use the Speed Call feature to place internal and external calls by dialing a one-, two-, or three-digit code. You can store, edit, and automatically dial frequently called phone numbers.

Storing a Speed Call number

Use the following procedure to store a Speed Call number.

SpcCtl

1. Press the **SpcCtl** soft key.

   The triangular icon flashes to indicate programming mode.

2. At the prompt, enter a one-, two-, or three-digit code (0-999).
3. If required, dial the access code.
4. Enter the phone number (internal, external, or long-distance number).

SpcCtl

5. Press the **SpcCtl** soft key again to save the code and number.

   The flashing icon turns off.

Making a call using Speed Call

Use the following procedure to make a call using Speed Call.

1. Lift the handset.

SpcCtl

2. Press the **SpcCtl** soft key.

3. Dial the **Speed Call** code to automatically dial the number.

Using System Speed Call

Use the System Speed Call feature to dial Speed Call codes that override dialing restrictions placed on your IP Phone.

1. Lift the handset.

SScUsr SScCtl

or

2. Press the **System Speed Call** soft key.

   or

   Press the **System Speed Call Controller (SScCtl)** soft key.

3. Dial the **Speed Call** code to automatically dial the number.

Answering a call

Each incoming call causes the IP Phone to ring, the LCD indicator beside the line (DN) key to flash, and the Message Indicator lamp to flash.

or

1. Lift the handset.

   or

or

Press the **Handsfree** button on the left side of the handset.

or

Press the **Headset** key if a headset is connected to your IP Phone.

Managing calls during a call

You can use the following features during a call:

- "Using Call Hold" on page 75
- "Using Call Waiting" on page 76
- "Transferring a call" on page 77
- "Using Timed Reminder Recall" on page 78
- "Using Attendant Recall" on page 79
- "Using Call Park" on page 80
- "Recording a Calling Party (Caller) Number" on page 82
- "Displaying call details" on page 83

Using Call Hold

Use the Hold feature to retain your current call and answer another call. Place the original call on hold and then answer the second call.

Placing a call on hold

Use the following procedure to place a call on hold.

(Hold)

1. Press the **Hold** key.

   The LCD indicator flashes besides the line on hold.

   Note: Enabling **Automatic Hold** automatically places the active call on hold when you answer the second call.

Retrieving a call on hold

Use the following procedure to retrieve a call on hold.

(Hold)

or

1. Press the **Hold** key to place an active call on hold. Press the **Hold** key again or the press the **Handsfree** key to return to the caller on hold.

Using Call Waiting

The Call Waiting feature produces a tone to alert you to an incoming call when you are already on a call. Call Waiting also places the current call on hold while you answer the new call.

Answering an call during another call

Use the following procedure to answer a call during another call.

(Hold)

1. Upon receiving a call, press the **Hold** key to place the current call on hold.

   Note: Enabling **Automatic Hold** automatically puts the active call on hold when you answer the second call.

CallWait

2. Press the **Call Wait** key.

Returning to the original call

Use the following procedure to return to the original call.

(Hold)

or

(Goodbye)

1. Press the **Hold** key to place the second call on hold.

   or

   Press the **Goodbye** key to end the second call.

2. Press the **Handsfree** key.

Transferring a call

Use the Transfer feature to redirect a call to the appropriate person.

Transferring a call to a third party

Use the following procedure to transfer a call to a third party.

Trans

1. Press the **Trans** soft key during an active call.

   The calling party is placed on hold. You hear a dial tone. The indicator icon flashes steadily.

2. Dial the number to which you are transferring the call.

Trans

3. When that IP Phone rings or a person answers the call, press the **Trans** soft key.

   The calling party is connected to the appropriate person.

Returning to the original call if the transfer is incomplete

Use the following procedure to return to the original call if the transfer is incomplete.

1. If the called party does not answer the transferred call, press the **Handsfree** key to reconnect to the calling party.

Using Timed Reminder Recall

Use the Timed Reminder Recall feature to receive an automatic reminder tone when a transferred call is not answered.

Transferring a call using Timed Reminder Recall

Use the following procedure to transfer a call using Timed Reminder Recall.

Trans

1. Press the **Trans** soft key.

   The call is placed on hold.

2. Dial the number to which you are transferring the call.

Trans

or

3. Press the **Trans** soft key.

or

Replace the handset before the extension answers.

Note: If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your IP Phone rings.

Returning to the original call if the transferred call is unanswered

Use the following procedure to return to the original call if the transferred call is unanswered.

1. Lift the handset to reconnect to the calling party.

Trans

or

(Goodbye)

2. Press the **Transfer** soft key and retry call transfer.

or

If the called party answers, press the **Goodbye** key to complete the transfer.

Using Attendant Recall

Use the Attendant Recall feature to contact an attendant during a call and to connect the caller to the attendant.

AttRcl

3. Press the **AttRcl** key and stay on the line until the attendant answers.

(Goodbye)

4. Press the **Goodbye** key.

   The caller connects to the attendant.

Using Call Park

Use the Call Park feature to hold (park) your active call temporarily and retrieve a call from any IP Phone. Using Call Park does not tie up a line.

Parking a call on the System Park DN

To park a call on the System Park DN or your own DN, perform the following procedure.

Park

1. During an active call, press the **Park** soft key twice.

   The call is parked on your DN.

   Note: Enabling System Park DN automatically parks the calls on the system park DN.

Parking a call on a DN (Not System Park DN or own DN)

To park a call on a DN (Not System Park DN or own DN), perform the following procedure.

Park

1. Press the **Park** soft key.

2. Dial the DN on which to park the call.

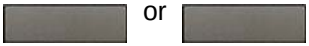
Park

3. Press the **Park** soft key.

Parking a call using the SPRE code or FFC

To park a call using the SPRE code or FFC, perform the following procedure.

Trans or Conf



1. Press the **Trans** soft key.

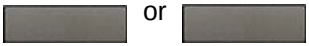
   or

   Press the **Conference** soft key.

2. Dial the **Call Park** FFC.

3. To use an alternative DN from the **System Park** DN or your own DN, dial the DN where you want to park the call. Otherwise, proceed to step 4.

Trans or Conf



4. Press the **Transfer** soft key.

   or

   Press the **Conference** soft key.

Retrieving a parked call

Use the following step to retrieve a parked call.

Note: When Call Park is configured network-wide, you can use this feature across networks. You can configure a System Park extension to automatically park most calls.

1. Lift the handset.

Park

2. Press the **Park** soft key.

3. Dial the DN where you parked the call.

   If a parked call is not retrieved within a specific time, it rings back to your IP Phone or to the attendant.

Recording a Calling Party (Caller) Number

During a call use the Calling Party Number feature to record the calling party number, or to charge the call to an account number.

CParty

1. Press the **CParty** soft key.

   The caller is placed on hold.

2. Dial a charge account number or the caller number.

   Note: For information about using the Charge soft key, see "Charging a local or long-distance call to an account before you dial" on page 101.

CParty

3. Press the **Call Party** soft key to return to the call.

Displaying call details

During an active call, use the Display feature to display the caller's number and name (if available) without interfering with the call.

1. Press the **Display** key.

   The call waiting information appears.

   If you use another feature, you can use the **Display** key to access information associated with those feature keys.

Managing calls while away from your desk

You can use the following features when you are away from your desk to manage an incoming call and to ensure you do not miss a call:

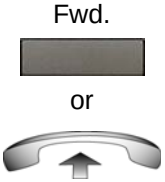
- "Using Call Forward" on page 83
- "Using Internal Call Forward" on page 84
- "Using Remote Call Forward" on page 86

Using Call Forward

Use the Call Forward feature to direct incoming calls to ring on another line (DN). A call already on your IP Phone cannot be forwarded.

Activating Call Forward

Use the following procedure to activate Call forward or change the call follow number



1. Press the **Fwd** soft key.

   or

   Lift the handset and enter the **Call Forward All Calls Activate** FFC.

2. Dial the DN to which you want to forward your calls.

Fwd.

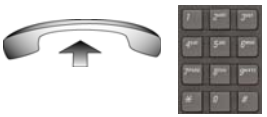
3. Press the **Fwd** soft key.

Deactivating Call Forward

Use the following procedure to deactivate Call Forward.

Fwd.

or



1. Press the **Fwd** soft key.

or

Lift the handset and enter the **Call Forward All Calls Deactivate** FFC.

Reinstating a Call Forward number

Use the following procedure to reinstate Call Forward number.

Fwd

1. Press the **Fwd** soft key twice.

Using Internal Call Forward

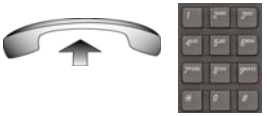
Use Internal Call Forward to forward only those calls that originate from internal DNs. Calls that originate outside your IP Phone system (External Calls) ring at your IP Phone. You cannot forward the currently active call.

Forwarding internal calls only

Use the following procedure to forward internal calls only.

IntForward.

or



1. Press the **IntForward** key.

   or

   Lift the handset and enter the **Internal Call Forward Activate** FFC.

2. Dial the DN to which you want to forward your internal calls.

IntForward.

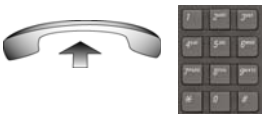
3. Press the **IntForward** key.

Deactivating Internal Call Forward

Use the following procedure to deactivate Internal Call Forward.

IntForward.

or



1. Press the **IntForward** key.

   or

   Lift the handset and enter the **Internal Call Forward Deactivate** FFC.

Reinstating Internal Call Forward number

Use the following procedure to reinstate Internal Call Forward number.

IntForward

1. Press the **IntForward** key twice.

Using Remote Call Forward

Use the Remote Call Forward feature to forward calls on your IP Phone to another from a remote IP Phone.

Activating Remote Call Forward

Use the following procedure to activate Remote Call Forward.

1. Lift the handset.

2. If you call from an IP Phone outside the system, dial your direct system access number and wait for the dial tone.

3. Dial the **Remote Call Forward Activate** FFC to activate the feature.

4. Dial your **Station Control Password**.

   You hear a dial tone.

or

5. Dial your DN.

   or

   To reinstate call forward to the previous call forward number, press the # key. (Do not perform steps 6 and 7.)

6. Dial the number to which to forward the calls.

   If the number dialed is invalid, you hear a fast busy signal.

7. Press the # key.

Deactivating Remote Call Forward

Use the following procedure to activate Remote Call Forward.

1. Lift the handset.

2. If you call from an IP Phone outside the system, dial the **direct system access** number and wait for the dial tone.

3. Dial the **Remote Call Forward Deactivate** FFC.

4. Dial your **Station Control Password**.

5. After you hear the dial tone, dial your DN.

6. Press the # key.

Managing multiparty calls

Use the following features to enable multiparty conversations:

- "Using Call Join" on page 89
- "Setting up a Conference Call" on page 89
- "Using Conferee Selectable Display" on page 90
- "Using Group Call" on page 92

Using Call Join

Use the Call Join feature to connect a new caller to an active call. This connection creates a conference (conversation involving more than two parties) between the two callers and yourself.

Conf

1. To connect a call on hold to your current call, press the **Conf** soft key.

2. Press the **Handsfree** key to connect the caller to your current call.

Conf

3. Press the **Conf** soft key again to join the person on hold to your conversation.

Setting up a Conference Call

Use the Conference feature to initiate a conference call for a group of three to six people including yourself. The maximum number of people supported in a conference call depends on the IP Phone configuration.

Conf

1. During a call, press the **Conference** key to place the party on hold.

   You hear a dial tone.

2. Dial the number of the person to add to the conference call.

   You can talk to the person without intervention from the party on hold.

Conf

3. Press the **Conference** key again to connect all parties.

(Goodbye)

4. If the party you attempt to add to the conference is unavailable, press the **Goodbye** key.

   The call ends.

5. Press the **Handsfree** key to return to your original call.

Using Conferee Selectable Display

Use the Conferee Selectable Display feature to list active conferees and to disconnect a conferee from the conference call.

Viewing active conferees

Use the following procedure to view active conferees.

ConfDsp

1. During a conference call, press the **Confdsp** soft key to turn on the LCD

indicator. Each key press changes the screen to show a different active conferee.

This action has no effect on the display of other IP Phones involved in the conference.

(Goodbye)

2. Press the **Goodbye** key.

   If configured, the **Conference Count Display** returns an updated count of conferees. The LCD indicator turns off.

Disconnecting a conferee

Use the following procedure to disconnect a conferee.

ConfDsp

1. During a conference call, press the **Confdsp** soft key until the conferee to disconnect appears on the screen.

Press the **Handsfree** button to disconnect the conferee.

(Goodbye)

2. For a single conferee, press the **Goodbye** key. If configured, the **Conference Count Display** returns an updated total count of conferees. The LCD indicator turns off.

   or

   For multiple conferees, repeat steps 1 and 2 until all conferees are disconnected. Then press the **Goodbye** key.

Using Group Call

Use the Group Call feature to automatically call members of a predefined group, one at a time, until all members answer.

Calling group members

Use the following procedure to call group members.

1. Lift the handset.

GrpCl

2. Press the **GrpCl** soft key or enter the **Group Call FFC**.

   The feature automatically calls all group members. The icon flashes until all members answer. The phone numbers of the group members appear on the display as they answer. When the last person answers, the **Group Call** icon lights steadily.

   Note: When a person in your group is on a conference call or another group call, they are not connected to your group call.

   Note: During a group call, only the person who initiated the group call can put the call on hold.

Answering a group call

Use the following procedure to answer a group call.

1. Lift the handset.
   Note the following about notification tones:
   - If you are on a call and receive three 10-second tones, this is the notification of a group call on your IP Phone.
   - If you are on a call on another line when a group call is made, you receive a long tone through the handset or speaker.
   - If you are already on a conference call or another group call, you do not receive notification of a group call.

Ending a group call

Use the following procedure to end a group call.

(Goodbye)

1. Press the **Goodbye** key.

   Note: When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the group call can disconnect from the call and not affect other members on the call.

Managing calls while busy at work

Using Make Set Busy

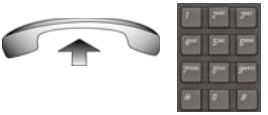
Use the Make Set Busy feature to make your IP Phone appear busy to all callers.

Activating Make Set Busy

Use the following procedure to activate Make Set Busy.

MakeSetBsy

or



1. Press the **MakeSetBsy** soft key.

   or

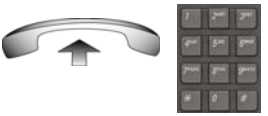
   Lift the handset, and enter the **Make Set Busy Activate** FFC.

Deactivating Make Set Busy

Use the following procedure to deactivate Make Set Busy.

MakeSetBsy

or



1. Press the **MakeSetBsy** soft key a second time to deactivate the feature.

   or

   Lift the handset and enter the **Make Set Busy Deactivate** FFC.

Hotel ppplications

Hotel applications are a group of hospitality features that increase the value of the IP Phone 1210. In a hotel environment guests can access the following service:

- “Configuring Automatic Wake-Up” on page 95

Configuring Automatic Wake-Up

Use the Automatic Wake-Up feature to receive a timed reminder call. You can program your IP Phone to automatically place a call at a predetermined time. When you answer the call, prerecorded music plays for 30 seconds followed by a prerecorded announcement or the attendant on the line.

Entering Automatic Wake-Up call

Use the following procedure to enter Automatic Wake-Up call.

1. Lift the handset.

2. Dial the **Automatic Wake-Up Request** FFC.

3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm).

   You hear a tone to confirm your entered time.

   To enter the time in a 24-hour time format, enter the hours followed by the minutes. For example, to configure the time to 7:30 a.m., enter 0730; to configure it to 9:45 p.m., enter 2145.

(Goodbye)

4. Press the **Goodbye** key.

Cancelling Automatic Wake-Up call

Use the following procedure to cancel Automatic Wake-Up call.

1. Lift the handset.

2. Dial the **Automatic Wake-Up Quit** FFC.

(Goodbye)

3. Press the **Goodbye** key.

Verifying Automatic Wake-Up call

Use the following procedure to verify Automatic Wake-Up call.

1. Lift the handset.

2. Dial the **Automatic Wake-Up Verify** FFC.

3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm).

   You hear a confirmation tone if your query matches the preset time.

   To enter the time in a 24-hour time format, enter the hours followed by the minutes. For example, to configure the time to 7:30 a.m., enter 0730; to configure it to 9:45 p.m., enter 2145.

(Goodbye)

4. Press the **Goodbye** key.

Paging features

The IP Phone 1210 supports the following paging voice call features:

- “Using Call Page Connect to make an announcement” on page 97
- “Using Radio Page” on page 98

Using Call Page Connect to make an announcement

Use the Call Page Connect feature to make an announcement over a paging system.

Note: A **Page** key on an attendant console overrides and disconnects the IP Phones. The IP Phones must reaccess the page trunk.

1. Lift the handset.

2. Dial the **Page Trunk Access Code** to complete the connection to the page system.
3. Make your announcement.

(Goodbye)

4. Press the **Goodbye** key.

Using Radio Page

Use the Radio Page feature to page a user and stay on the line until the called party answers. The paged user answers the call after entering a special Page Meet-Me code from any IP Phone.

Using Automatic Preselection (Meet-Me page)

Perform the following procedure to use Automatic Preselection.

1. Lift the handset.

2. Dial the **Radio Paging Access** FFC.

   You hear the paging tone (two beeps followed by a dial tone).

3. Dial the number of the party you want to page.

   After dialing, you hear the ringback tone.

   The paged party can use any IP Phone to enter a **Radio Paging Answer** FFC and their own DN number.

(Goodbye)
or

4. If your call remains unanswered for a preset time period, during which you hear a 15-second high-pitched tone sounds followed by silence, press the **Goodbye** key or replace the handset.

Using Automatic Post-selection

The called party is either busy on the IP Phone or away from their desk. To page the called party, you need not redial the number of the called party.

RadPag

1. Press the **RadPag** soft key.

   You hear a special dial tone.

2. Dial the **Radio Paging Access** FFC.

   You hear the ringback tone.

   The paged party can use any IP Phone to enter a **Radio Paging Answer** FFC, and their own DN number.

(Goodbye)
or

3. If your call remains unanswered for a preset time period, during which you hear a 15-second high-pitched tone, followed by silence, press the **Goodbye** key or replace the handset.

Answering a Radio Page

If you carry a Radio Pager, a page indicates that a caller tried to reach you by dialing your DN. If the Radio Page system is configured to function in Meet-me mode, you can answer the page call from any IP Phone.

1. Lift the handset.

2. Dial the **Radio Page Answer** FFC.

   You hear the paging tone.

3. Dial your own DN to connect to the paging caller.

   If the caller disconnects, you hear a steadily lit high-pitched (number unavailable) tone.

Miscellaneous Call Features

Some call features are available only if your system administrator configures them. Contact your system administrator to determine if the following call features are available.

- “Charging a call or charging a forced call” on page 100
- “Using Privacy Release” on page 104

Charging a call or charging a forced call

Use the Call Charge feature to charge a call to a specific account. The Forced Charge feature charges long-distance calls from an IP Phone that is restricted to local calls.

Charging a local or long-distance call to an account before you dial

Use the following procedure to charge a local or long-distance call to an account before you dial.

1. Lift the handset.

Charge

2. Press the **Charge** soft key.

   or

   Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. When you hear the dial tone, dial the number.

Charging a transferred call to an account

Use the following procedure to charge a transferred call to an account.

Trans

1. Press the **Transfer** soft key.

   The call is placed on hold.

Charge

or

2. Press the **Charge** soft key.

   or

   Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. After you hear the dial tone, dial the number to which you are transferring the call.

Trans

5. Press the **Transfer** soft key when you hear the IP Phone ring.

   You can talk privately to the person at the transfer number before you press the **Transfer** soft key.

Charging a conference call to an account

Use the following procedure to charge a call to an account when you add someone to a conference call

Conf

1. Press the **Conf** soft key.

   The call is placed on hold.

Charge

or

2. Press the **Charge** soft key.

   or

   Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. Dial the number of the person you want to add to the conference.

Conf

5. Press the **Conference** soft key.

Using Privacy Release

Use the Privacy Release feature to enable one or more people who share your DN to join a call.

PrvRls

1. Press the **PvRls** soft key during a call.

   People can join the call by pressing the shared number (DN) key on their IP Phone (Multiple Appearance DN feature).

Using External Server Applications

Use External Server Applications to directly access a variety of applications from your IP Phone 1210.

To learn more about the available features and services, contact your system administrator. Depending on which features are available on your system, your phone can provide information; for example, local news and weather, stock market information, or traffic reports.

For more information about the External Server Applications, see the *Nortel IP Phone External Server Applications User Guide* (NN43100-100).

Troubleshooting your IP Phone 1210

This section provides basic information about troubleshooting your IP Phone 1210 if Virtual Office causes a problem. For additional help, see “How to get help” on page 20.

Virtual Office

Table 10 lists error messages and describes actions to correct the causes.

Table 10: Troubleshooting Virtual Office (Part 1 of 4)

Displayed message	Probable cause	Action
Busy, try again	Remote IP Phone is active (not idle).	Wait for remote IP Phone to become idle and try again.
	ACD is logged on.	Log off ACD IP Phone before you initiate Virtual Office from another IP Phone.
	Make Set Busy is inactive on ACD IP Phone.	Configure Make Set Busy active on ACD IP Phone.
Invalid ID (1)	Incorrect User ID entered.	Enter correct User ID.
	User ID is not in Gatekeeper database.	Notify system administrator.

Table 10: Troubleshooting Virtual Office (Part 2 of 4)

Displayed message	Probable cause	Action
Invalid ID (2)	Incorrect User ID entered.	Enter correct User ID.
Invalid ID (3)	Incorrect User ID entered.	Enter correct User ID.
	User ID in Gatekeeper database points to originating Call Server.	Notify system administrator.
Locked from Login	Three failed attempts to enter the correct Station Control Password.	Wait one hour for the lock to clear automatically, or notify system administrator to clear lock.
Permission Denied (1)	Remote IP Phone has no Station Control Password.	Notify system administrator.
Permission Denied (3)	Incorrect User ID entered.	Enter correct User ID.
	Remote IP Phone has no Station Control Password.	Notify system administrator.

Table 10: Troubleshooting Virtual Office (Part 3 of 4)

Displayed message	Probable cause	Action
Permission Denied (4)	Incorrect User ID entered.	Enter correct User ID.
	Attempt to log on to a remote IP Phone 1120E or a IP Softphone 2050 from an IP Phone 1140E(some restrictions apply).	Go to an IP Phone 1120E or a IP Softphone 2050 and try again, or consult your local system administrator.
Permission Denied (5)	Incorrect User ID entered.	Enter correct User ID.
	Remote IP Phone does not have VOUA Class of Service.	Notify system administrator.
Permission Denied (6)	Incorrect User ID entered.	Enter correct User ID.
	Incorrect Station Control Password entered.	Select Retry, and try again with the correct Station Control Password.
Server Unreachable (1)	Network problem.	Notify system administrator if the problem persists.

Table 10: Troubleshooting Virtual Office (Part 4 of 4)

Displayed message	Probable cause	Action
Server Unreachable (2)	Network problem.	Notify system administrator if the problem persists.

Flexible Feature Codes

Use Table 11 to track and organize the FFCs assigned to features by your system administrator.

Table 11: Flexible Feature Codes (Part 1 of 2)

FFC	Feature	FFC	Feature
	Automatic Wake-Up Activate		Make Set Busy Activate
	Automatic Wake-Up Deactivate		Make Set Busy Deactivate
	Automatic Wake-Up Verify		Malicious Call Trace
	Call Detail Recording Charge Account		Override
	Call Forward All Calls Activate		Pickup Ringing Number
	Call Forward All Calls Deactivate		Pickup Directory Number

Table 11: Flexible Feature Codes (Part 2 of 2)

FFC	Feature	FFC	Feature
	Call Park		Pickup Group
	Electronic Lock Activate		Radio Paging Access
	Electronic Lock Deactivate		Radio Paging Answer
	Group Call		Remote Call Forward Activate
	Internal Call Forward Activate		Remote Call Forward Deactivate
	Internal Call Forward Deactivate		RingAgain Activate
	RingAgain Deactivate		Virtual Office Terminal Log Off
	Station Control Password Change		Virtual Office Terminal Log On

Terms you should know

Calling Party Name Display

Information appearing on the LCD display screen, such as the caller's name and phone number. The system must have CPND enabled.

Category 5 (Cat5)

Cable and associated connecting hardware capable of transmitting at speeds up to 100 MHz, used by 10BaseT, 100BaseT4, 100BaseTX.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Cat5e cable normally has four pairs of copper wire.

Category 6 (Cat6)

Cable and associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (GigE), it is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Communication Server 1000

Your office communication system.

Date/time display

The current date and time when the IP Phone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for an IP Phone, and also known as an *extension number*.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Feature Status Lamp indicator

An LCD or an LED that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.

Fixed key

The hard-labeled keys on your IP Phone.

Flexible Feature Codes (FFCs)

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Information display

Any display of call activity, lists, prompts, and status of calls. If the text message exceeds the available display area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Interrupted dial tone

A broken or pulsed dial tone that sounds when you access some features on your IP Phone.

Message/Inbox

A fixed key on your IP Phone 1140E that connects to your voice messaging system when the key is pressed.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive a call. The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the IP Phone, or (d) a line is automatically selected for an outgoing call.

Paging tone

A special tone (two beeps followed by dial tone) that sounds when you use the Radio Paging feature.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Soft keys

A set of keys programmed by your system administrator. These four keys, directly below the display area, have four

programmable layers. These keys are also used to configure parameters in the **Telephone Options** menu.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing IP Phone features.

Station Control Password (SCPW)

Enables security features on your phone to prevent others from making calls from your IP Phone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

Switchhook

A button on which the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook, and you either answer a call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Visual Alerter/Message Waiting indicator

An LCD or an LED that flashes to indicate that a message is waiting or when the ringer is on.

Index

A

About the IP Phone 2004 111
Accessing display diagnostics 42
Accessory Expansion Module 10
Activating Ring Again 70
Adjusting Volume 38
Answering a call 74
Applications 26
Automatic Wake-Up 95

C

Call Detail Recording 103
Call Page Connect 97
Call party information 111
CAT5e 34
Conference 27
Conference call 89
configuring
    One Button Page 32
Configuring an Electronic Lock on your IP Phone 52
Configuring Live Dialpad 47
Configuring the Local Tools Menu 54
Context-sensitive soft keys 24

D

Date/time display 111
Directory Number 111
disconnect a conferee 91
Display incoming calls 83
Display Network Diagnostics Utilities 28
Displaying call details 83
DN 111

E

Electronic Lock 52
Enabling OnHook Default Path 47
Enabling or disabling Call Timer 46
Enter key 26
Entering and editing text 64
Ethernet ports 10

F

Feature display 112
Fixed key 112
Flexible Feature Code (FFC) 112
Flexible Feature Codes 108

G

Getting started 23
Goodbye key 27, 112

H

Headset key 26
Hold key 26
Hotel applications 95

I

Indicator status 112
Information display 112
Installing your IP Phone 1210 30

Interrupted dial tone 112
IP Phone 1210 controls 24
IP Phone 1210 display 24

L

Last Number Redial 72
Local Area Network (LAN) 9
Local Diagnostics 58
Local Dialpad Tone 42
Logging off Virtual Office 63
Logging on to Virtual Office 61

M

Making a call 65
Managing calls during a call 75
Managing calls while away from your desk 83
Managing calls while busy at work 94
Managing multiparty calls 89
Managing your Station Control Password 51
Meet - me page 98
Message key 112
Message waiting indicator 27, 114
Miscellaneous Call Features 100
More key 25
Mute key 25
Muting a handsfree call 68

N

Navigation keys 26, 113

O

Off-hook 113
One Button Page
    configuring 32
On-hook dialing 66
Override a busy signal 98

P

Paging tone 113
Password Admin 28
Performing Diagnostics 44
Placing a call on hold 75
Power over Ethernet 10
Privacy Release 104

R

Radio Page 98
Regulatory and safety information 12
Retrieving a call on hold 76
Ringback/ring tone 113

S

Selecting a language 40
Selecting a local dialpad tone 42
Services key 27, 29, 113
Shared Directory Numbers 113
Soft keys (self-labeled) 113
Speaker key 25, 77, 89
Special dial tone 114
Special Prefix code (SPRE) 113
Station Control Password (SCPW) 114
Status Messages 114
Switchhook 114
Switching from handset mode to handsfree 68

Switching from handsfree to handset mode 68
Switching from handsfree to headset 69
System or Switch 114

T

Telephone Options 27
Terminating a handsfree call 67
Transferring a call 77

U

User Interface 114
Using a headset 68
Using Attendant Recall 79
Using Call Forward 83
Using Call Hold 75
Using Call Join 89
Using Call Park 80
Using Call Waiting 76
Using Conferee Selectable Display 90
Using Group Call 92
Using Handsfree dialing 67
Using Internal Call Forward 84
Using Last Number Redial 72
Using Make Set Busy 94
Using Off-hook dialing 65
Using On-hook dialing 66
Using Predial 69
Using Remote Call Forward 86
Using Speed Call 72
Using System Speed Call 74
Using the soft keys 64
Using the telephone dialpad 64
Using Timed Reminder Recall 78
Using Virtual Office 59
Using Virtual Office on your Office IP Phone 62
Using Virtual Office on your Remote IP Phone 62

V

Viewing IP Phone information 43
Volume control bar 25

Nortel Communication Server 1000

Nortel IP Phone 1210

User Guide

Copyright © 2007–2009 Nortel Networks. All Rights Reserved.

LEGAL NOTICE

While the information in this document is believed to be accurate and reliable, except as otherwise expressly agreed to in writing NORTEL PROVIDES THIS DOCUMENT "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED. The information and/or products described in this document are subject to change without notice.

Nortel, the Nortel logo, the Globemark, SL-1, Meridian 1, and Succession are trademarks of Nortel Networks.
All other trademarks are the property of their respective owners.

Publication Number: NN43140-101

Document Release: Standard 03.01

Date: May 2009

Sourced in Canada, India, and the United States of America

To provide feedback or report a problem in this document, go to www.nortel.com/documentfeedback.

NORTEL

www.nortel.com